



STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT

THE CONNECTICUT PARTNERSHIP FOR LONG-TERM CARE

A Progress Report
to the General Assembly

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Section 17b-254 of the Connecticut General Statutes (CGS) stipulates that each year, in January, the Secretary of the Office of Policy and Management shall report to the General Assembly on the progress of the Connecticut Partnership for Long-Term Care. This is the 30th such annual report. Connecticut was the first state in the nation to offer its residents a way to plan ahead to meet their long-term care needs without the fear of impoverishment, and initially laid the groundwork for three other states, New York, Indiana, and California to implement Partnership programs. In the last several years, due to federal legislation passed in 2006, forty-one more states have also begun to implement Partnership programs.

The Connecticut Partnership for Long-Term Care was developed to constrain the growth in Medicaid long-term care expenditures by educating Connecticut residents about the importance of planning ahead for future long-term care costs and by offering, through private insurers, high-quality, affordable long-term care insurance that provides protection against impoverishment. This past year (2018) was the 26th full year that Connecticut Partnership policies were available for purchase by Connecticut residents. The Connecticut Partnership had initially been funded through a grant from the Robert Wood Johnson Foundation (RWJF). Since RWJF funding ended, the Partnership has been supported through a combination of public and private funds.

As Section 17b-254 of the CGS asks for information on a number of specific topics, this report is organized to address those areas of interest:

1) **SUCCESS IN IMPLEMENTING THE PUBLIC AND PRIVATE PARTNERSHIP**

A) Project Status:

Below is some background information on the development of the Connecticut Partnership with details on the accomplishments in 2018.

In December 1991, the Insurance Department (CID), in conjunction with the Office of Policy and Management (OPM) and the Department of Income Maintenance (now the Department of Social Services (DSS)), approved the first three policies to be sold under the Connecticut Partnership. In April 1992, those three policies were available for purchase by Connecticut residents and sales began.

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The Partnership became fully operational in 1992. The Partnership's public information and consumer education campaign was fully initiated by the then State Department on Aging. As part of this educational effort, the Partnership's consumer counseling program began to utilize trained volunteers as information specialists for those interested in learning about their long-term care financing options, with the Partnership being one of those options. OPM began its extensive research and evaluation component of the project by surveying those who purchased and dropped policies, those accessing benefits, as well as those denied coverage, to learn more about what type of people were participating and why some individuals were being denied insurance. Insurers began the process of providing seven hours of training to their agents on long-term care insurance in general, and the Partnership in particular, in order to meet the requirements found in the Insurance Department's regulations.

In 2018, the Connecticut Partnership continued its proactive efforts to educate Connecticut residents, agents, financial planners and other interested parties about the need to plan ahead to meet future long-term care costs. The Partnership hosted five public forums around the state, providing over **280** consumers with information on how to plan ahead and how the Partnership could help. Partnership staff gave over **35** presentations and trainings, reaching more than **600** people through these sessions. The Partnership continued quarterly updates in an effort to keep agents well informed and educated, as well as to solicit their feedback and ideas on how to enhance the program. The Partnership also continued to provide the required certification training for agents who wish to sell Partnership policies. The agent training sessions have provided an important opportunity to raise the education level of agents and motivate agents to participate in the Partnership program and the long-term care insurance market.

In 2018, the Connecticut Partnership continued its collaborative efforts with various State agencies. Besides OPM, the Partnership involves DSS, the Department of Rehabilitation Services (DORS), the Insurance Department and the University of Connecticut Center on Aging.

During 2018, the Partnership surpassed the **72,800** milestone for applications submitted and the **59,900** mark for policies purchased. More information on sales is provided in Section 3 below.

The events mentioned above are addressed in more detail in the following sections.

B) Accomplishments in 2018:

♦ Policies Approved:

- To date, the Insurance Department (CID) and OPM have collaborated to precertify policies for four current participating insurance companies. (See Section 2 for a complete listing.) Over the years, some insurers have made the decision to stop selling long-term care insurance altogether while, at the same time, new insurers have joined the Partnership. In addition, there have been instances where an insurer mutually has agreed with the Partnership that they will no longer continue to participate in the Partnership. Because of these factors, the number of insurance companies participating in the Partnership has varied each year.

♦ Policies Purchased:

- As of the end of September 2018 (reports are submitted by insurers every quarter so data as of December 31, 2018 won't be available until later in January 2019): **59,968** Partnership policies were sold; **72,809** applications were received; **2,992** applications were pending (including withdrawals); and **9,849** individuals were denied policies. More information on purchasers of Partnership policies is provided in Section 3.

♦ Agent Training and Outreach:

- The Insurance Department regulation governing the approval of policies under the Partnership states that "*no agent will be authorized to market, sell, solicit or otherwise contact any person for the purpose of marketing a precertified (Partnership) long term care insurance policy unless the agent has completed seven hours of training on long term care insurance in general and the Connecticut Partnership for Long-Term Care specifically.*" This requirement was the first of its kind in the nation.
- The insurance companies have the responsibility for providing the required agent training, but, beginning in 1994, OPM began conducting the training on their behalf. Realizing that it is in the best interest of the Partnership to accommodate the needs of agents who wish to sell Partnership policies, OPM decided to take over the responsibility for holding agent training sessions on a regular basis. The insurers may continue to provide their own training sessions if they wish.

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Since 1994, when the State took over the responsibility of conducting agent certification training sessions, over **6,750** agents have completed the training and have been certified to sell Partnership policies. Prior to 1994, an additional 1,000 agents had already been certified to sell Partnership policies after attending company-sponsored certification programs.

In 2018, OPM conducted **6** training sessions certifying over **45** agents to sell Partnership policies. Interest in the training is coming from three groups. The first group includes agents that currently sell long-term care insurance and now wish to get involved with the Partnership. The second, and larger, group is comprised of agents who have never sold long-term care insurance, or are newly licensed, and view long-term care as a growing market. The training can be extremely beneficial for the new long-term care agents since the training provides the necessary general long-term care information that any agent needs in order to appropriately market long-term care insurance, in addition to the Partnership specific material. The third group are agents who had previously taken the Partnership certification course and are retaking the class as a refresher.

In October 2007, the Partnership developed a new format for the Partnership training requirement. Rather than a seven hour classroom course, the new format is comprised of two components. The first is an online course culminating in an exam the agent must pass. The second component is a four hour classroom course conducted by Partnership staff. Both components must be completed before an agent is certified to sell Partnership-approved policies.

Beginning in 1998, the Insurance Department instituted a Continuing Education (CE) program for insurance agents, requiring 24 CE credits be earned every two years. The Partnership certification training program is eligible for 12 CE credits (8 credits for the online course and 4 credits for the classroom course).

- Feedback from the training sessions has been very positive. The following sample of comments made by agents who attended the 2018 training sessions illustrates the quality of the training the Partnership is providing:

- *Having the materials and examples in a consolidated notebook is extremely helpful.*
- *I was pleasantly surprised by how much I enjoyed this training. The Partnership is truly an eye opener, not only for a way to help my clients, but even for me personally.*
- *Very knowledgeable and engaging presenters.*
- *Nice job!*
- *Thank you for your efforts and time training us!*
- *Was more informative & helpful than I expected.*
- *Overall presentation was great.*
- *Very open to questions – thank you.*
- *Case studies were very helpful but overall presentation was excellent.*
- *Great information, presented very well. Questions were all answered thoroughly.*
- *Our 2 instructors were incredibly knowledgeable and turned a very boring subject into a very interesting/engaging 4 hour discussion!*
- *Both facilitators were very knowledgeable and engaging! Great training.*
- *Very organized.*
- *Presenters were great. Very well rounded course.*
- *Classroom is much better for learning.*
- *All handouts in binder were most useful.*
- *Great presentation.*
- *Very helpful course. Material was covered at a good pace.*

- In addition to the agent training mentioned above, the Partnership has focused a tremendous amount of time and resources toward educating agents and brokers. Realizing that the project cannot hope to be successful unless agents are motivated to support and sell the program, the project implemented ongoing outreach efforts.

The Partnership has continued to send regular quarterly updates to agents. The updates are the project's communication link to the agents, providing them with timely information on the project and materials they can use to assist their clients. As part of these updates, the Partnership has developed a series of "Special Bulletins" highlighting federal and state legislation, and other changes affecting the Partnership and long-term care insurance.

♦ **Public Forums:**

- As a follow-up to the successful forums the Partnership hosted in 2017, the State presented five more public forums in 2018. The free seminars, entitled "The Missing Link in Retirement Planning - When and Why to Consider Long-Term Care Insurance", are two-hour presentations describing what long-term care is, the costs involved and how to pay for long-term care, including a detailed explanation of the Connecticut Partnership.

Sessions were held in Cheshire, Danielson, Darien, New Milford, and Wethersfield with over **280** people in total attending the forums. The forums were organized in collaboration with the Department of Rehabilitation Services and the Cheshire Town Hall, Quinebaug Valley Community College in Danielson, Darien Library, New Milford Public Library, and Wethersfield Community Center.

- Feedback from the forums has been very positive. Following are some recent sample comments that attendees wrote on their evaluations:

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- *Everything was most useful.*
- *Good program.*
- *Excellent!*
- *Presentation reminds me that there are good things that state government is doing!*
- *Thank you!*
- *Excellent program.*
- *We have long-term care thru the CT Partnership but appreciated the excellent presentation. Thank you!*
- *Thank you – very informative. I know much more now than I did before I came in.*
- *Excellent presentation as agents never told me of this Partnership program – they should be required to.*
- *Both speakers were excellent! Concise and on point. There were no wasted words. Well done!*
- *The information provided as excellent.*
- *Very good presentation.*
- *This was an excellent, clearly understandable presentation which assisted me in making a decision about long-term care.*
- *Excellent presentation!*
- *Great info. since 1992.*
- *I am glad I came tonight – very informative. Great job in presenting this material.*
- *Excellent program. Thank you!!!*
- *All the information was most useful! The information was clear and understandable. I found it invaluable.*
- *Explanation of asset protection was very helpful.*
- *Both presenters were very clear in explaining options.*
- *Never thought about this. This is an eye opener.*
- *The Q&A after the presentation was most useful.*
- *The entire seminar was most useful!*
- *Nice job!*
- *Very good overview. Good packet of info. received.*
- *We already have a policy and still found valuable information.*
- *This was really well presented. Very complicated subject and this not my forte.*
- *Very good presentation.*
- *Appreciated all info. provided in easily digestible format. Exceeded my expectations.*
- *Very helpful.*
- *Very interesting and helpful info.*
- *Thank you!*
- *All information presented was useful.*
- *Material was presented very clearly.*
- *All of it was most useful!*

♦ **Outreach to Associations and Employers:**

- In 2018, the Partnership continued its efforts to educate associations and employers about offering Partnership policies to their members. Expansion of the group and association market for long-term care insurance will lead to the greater availability of lower cost coverage and the ability, in certain instances where the group is large enough, for individuals to purchase coverage with some sort of simplified underwriting.

♦ **Offering of Long-Term Care Insurance to State Employees and Retirees:**

- In 2011, the Office of the State Comptroller authorized the offering of Partnership-approved long-term care insurance to State employees, retirees and their family members. For active State employees the offering includes a limited enrollment period during which there are more relaxed medical underwriting criteria utilized. All other employees, retirees and family members are fully medically underwritten.

The enroller for the offering held numerous meetings with employees throughout 2018. The plan offered to Connecticut residents is a Partnership-approved policy. Non-Connecticut residents are offered the same plan but it is a non-Partnership plan with a provision that allows a no cost conversion to a Partnership plan should the non-resident become a Connecticut resident in the future.

♦ **Federal Legislation – Expansion of the Partnership for Long-Term Care:**

- On February 8, 2006, the Deficit Reduction Act (DRA) of 2005 went into effect. The DRA repealed the requirement imposed by Congress in 1993 that new Partnership programs would have to attempt to recover assets protected through the Partnership after the Medicaid client had died. After the four initial Partnership programs (CA, CT, IN & NY) were started in 1992 and 1993, Congress imposed the new recovery provisions which ostensibly kept new states from developing Partnership programs. Only Illinois had gotten approval as a Partnership state since 1993, but the asset recovery requirement proved to be an insurmountable obstacle and the Illinois Partnership did not survive. With the repeal of the 1993 recovery requirement, renewed interest is being seen by states in developing a Partnership program.

Currently, there are 41 new states that have received federal approval to implement Partnership programs. Only Alaska, Hawaii, Massachusetts, Mississippi and Vermont do not currently operate a Partnership program. All the new Partnership programs are required to utilize the dollar-for-dollar Medicaid Asset Protection model first implemented in Connecticut.

♦ **Reciprocity:**

- In 1998, the Connecticut General Assembly passed legislation that gave Connecticut the authority to enter into reciprocal agreements with other Partnership states for the granting of Medicaid Asset Protection.

Connecticut developed such a reciprocal agreement with Indiana and the appropriate parties in both states signed the agreement.

In 2001, the Partnerships in Indiana and Connecticut received approval from the U.S. Health Care Financing Administration (now the Centers for Medicare and Medicaid Services) making the reciprocal agreement effective. The agreement allows a Connecticut Partnership policyholder to receive Medicaid Asset Protection from Indiana's Medicaid program and vice versa for purchasers of Indiana Partnership policies.

As noted above, due to the passage of the federal Deficit Reduction Act in 2006, many more states are developing Partnership programs. Effective January 1, 2009, the federal government enacted a Reciprocity Compact (Compact) for Medicaid Asset Protection between Partnership states. The Compact requires that any state in the Compact agrees to have reciprocity with any other state in the Compact.

On March 27, 2009, Connecticut received approval from the federal government to join the Compact. The approval was retroactive to January 1, 2009. However, all Connecticut Partnership policyholders are covered under the Compact, regardless of when they purchased their Partnership policy.

Under the terms of the Compact, Connecticut Partnership policyholders who relocate to another state may be eligible to receive dollar-for-dollar Medicaid Asset Protection just as they would when they apply to Connecticut's Medicaid program. Two conditions must be met for a policyholder to be eligible for reciprocity in another state: (1) the policyholder must apply to and qualify under the other state's Medicaid program; and (2) at the time the policyholder applies to the other state's Medicaid program, Connecticut and the other state must both be members of the Compact or Connecticut must have a separate reciprocal agreement with that state for the granting of Medicaid Asset Protection.

The Compact requires that any state participating in the Compact must agree to engage in reciprocity with every other state in the Compact for the purpose of granting dollar-for-dollar Medicaid Asset Protection. In addition, the original reciprocity agreement between Connecticut and Indiana remains in effect.

For a map showing the states currently participating in the Compact, go to the following website - <https://nyspltc.health.ny.gov/reciprocitymap.htm> or call the Connecticut Partnership at 860-418-6318.

It's important to note that states are permitted to opt in and out of the Compact at any time. A state can opt out of the Compact by giving 60 days notice to the federal government. Consequently, the list of states participating in the Compact may change over time. Currently, all of the 41 new Partnership states, along with Connecticut, Indiana and New York, are participating in the Reciprocity Compact. California is currently the only state with a Partnership program that is not participating in the Reciprocity Compact.

Of greatest importance to a Connecticut Partnership policyholder is whether Connecticut has Medicaid Asset Protection reciprocity with their state of residence at the point the individual applies to that state's Medicaid program. *The only firm guarantee the State of Connecticut can provide to a Connecticut Partnership policyholder is that Connecticut's Medicaid program will recognize their earned Medicaid Asset Protection.*

♦ **Outreach to Nursing Facilities:**

- This past year, the Partnership continued an outreach effort targeted at nursing facilities in Connecticut. The goal of the outreach was to educate nursing facilities about the Partnership and remind them that Connecticut law requires Connecticut nursing facilities to provide at least a 5% rate discount for residents who own Partnership policies.

♦ **Other Sources of Support:**

- The following insurers, companies and individuals made specific contributions to the Connecticut Partnership in the past year.
 - More than **\$6,000** was generated in 2018 from fees paid for the Partnership agent certification training and the purchase of Partnership materials.

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- More than 25 hours were devoted by private industry representatives attending insurance committee meetings.
- Various organizations, including the Cheshire Town Hall, Quinebaug Valley Community College in Danielson, Darien Library, New Milford Public Library and Wethersfield Community Center helped organize the Partnership's Public Forums.

C) *Presentations:*

a) **Presentations:**

In 2018, over **35** presentations and trainings were given by Partnership staff to a variety of organizations. See Appendix A for a full list of presentations.

2) **NUMBER OF POLICIES PRECERTIFIED** and

3) **CHARACTERISTICS OF INDIVIDUALS PURCHASING PRECERTIFIED POLICIES**

The following is a list of the companies approved under the Connecticut Partnership for Long-Term Care and the types of policies they are marketing:

Bankers Life and Casualty
Genworth Life
MassMutual
Transamerica Life

Individual
Individual & Group
Individual
Individual

As of September 30, 2018, sales of Partnership policies eclipsed **59,900** with more than **72,800** applications received.

Sales of Connecticut Partnership-approved policies began in April 1992. The latest statistics are for the period ending September 30, 2018. **59,968** policies were purchased as of 9/30/18 with **72,809** applications received. Of note is that **61%** of active policyholders are **under age 60** and **97%** are **under age 70**. The average age of a Partnership policyholder is **57**. From these statistics it appears that the Partnership is having considerable success in achieving its goal of attracting younger individuals to purchase long-term care insurance. In addition, **100%** of active policyholders own a plan that includes home care in addition to nursing home care. The average benefit amount purchased for all policies is **\$258,801**. As well, **92%** of all active policyholders fall into the category of first time purchasers.

Below are additional statistics regarding sales of Connecticut Partnership policies as of September 30, 2018:

Applications Received:	72,809
Policies Purchased:	59,968
Number of Individuals Denied Policies:	9,849
Applications Pending:	2,992

The statistics below are based on active policyholders:

Type of Policy Purchased:	
Nursing Home & Home Care Coverage	100%
Nursing Home Only Coverage	0%
Category of Policy Purchased:	
Individual	82%
Group/Association	18%
Average Age of All Active Policyholders:	57
Average Age for Purchasers of Individual Policies	58
Average Age for Purchasers of Group/Association Policies	54
Age Range for Active Policyholders:	20-87
Gender:	
Male	43%
Female	57%

As part of the research and evaluation component of the Partnership, OPM has in the past surveyed a random sample of those who purchase Partnership policies. Completion of the survey is voluntary. The survey provides a full composite of the purchasers of Partnership policies collecting data on marital status, race, living arrangements, monthly income, value of assets and more. Below is a sample of the data collected based on the completion of **13,599** surveys (missing data excluded – totals may not add up to 100% due to rounding or that categories are not mutually exclusive):

Marital Status:

Married	77%
Never Married, Single	5%
Widowed	9%
Divorced/Separated	8%

Race:

White	97%
Other	3%

Living Arrangements:**

Live with spouse	76%
Live alone	16%
Live with child/relatives/Other	10%
Children live with me	6%

Monthly Income:

Less than \$1,000	1%
\$1,000-2,499	16%
\$2,500-4,999	35%
\$5,000+	49%

Assets (does not include home and car):

Less than \$25,000	5%
\$25,000-49,999	5%
\$50,000-99,999	9%
\$100,000-199,999	15%
\$200,000-349,999	20%
\$350,000+	45%

* Due to rounding, figures may not total to 100%.

** Not Mutually Exclusive

4) **NUMBER OF INDIVIDUALS SEEKING CONSUMER INFORMATION SERVICES**

The Connecticut Partnership for Long-Term Care continues to generate a great deal of interest across the state (see Appendix A). To date, the Partnership has responded to over **62,000** calls.

As shown in Appendix A, over **35** presentations were given by Office of Policy and Management staff reaching over **600** individuals.

5) **BENEFITS PAID UNDER MEDICAID RESOURCE PROTECTION**

As of September 30, 2018, a total of **3,829** Partnership policyholders had qualified to receive benefits under their policies.

1,044 policyholders received service payments in the quarter ending 9/30/18. The remainder of the policyholders who had qualified for benefits at some time have either recovered, became eligible for Medicaid, died since going into benefit, dropped their policies, or are recently eligible and have not had service activity reported to date. A total of over **\$407 million** in insurance payments have earned Medicaid Asset Protection. Of that amount, over **\$125 million** will never be used since it was earned by policyholders who have since died before applying to Medicaid.

247 policyholders have accessed Connecticut's Medicaid program after using their Partnership benefits, while protecting over **\$56 million** in assets.

- 6) **ESTIMATED IMPACT ON PRESENT AND FUTURE MEDICAID EXPENDITURES** and
7) **COST EFFECTIVENESS OF THE PROGRAM**

The Connecticut Partnership is not only projected to generate savings to the Medicaid program well into the future, it already has had a positive impact on current Medicaid expenditures. Savings can result because of the following reasons:

- Persons would have a more attractive alternative to transferring assets as a method of accessing Medicaid coverage without exhausting their resources. Partnership Baseline Surveys show that **31%** of respondents indicated that one of the reasons they purchased a Partnership policy was as an alternative to transferring assets;
- Policyholders may never need to access Medicaid if their coverage under their private Partnership policy proves to be sufficient to meet their long-term care needs. The majority of individuals who have used their Partnership benefits have never needed to apply to Medicaid, primarily because they died before utilizing all their insurance benefits;
- Care management assistance and provider discount arrangements under private insurance have the potential to control unnecessary utilization of services and costs which can help individuals stretch and conserve scarce resources and delay, or eliminate, an individual's need for Medicaid coverage.

Less appealing from the consumer's perspective, but nonetheless important to Medicaid, are these additional possible sources of savings:

- "Protected assets" through the Connecticut Partnership would generate additional income that would be applied toward the cost of care;
- Determining the exact amount of resources one will have at the time long-term care is needed is a difficult task. Under these circumstances, individuals will use their best judgement and some may purchase policies that provide protection in excess of their Medicaid-countable assets level. The additional insurance coverage would substitute for Medicaid payments resulting in savings.

The Partnership has already begun to generate savings to Connecticut's Medicaid program. Through purchaser survey data and claims information to date, it is estimated that as a result of the Connecticut Partnership, the State's Medicaid program has saved over **\$35.0 million** (half of these savings would accrue to the federal government). This estimate is based on the assumption that a certain number of purchasers of Partnership insurance policies would have transferred assets and accessed the Medicaid program in the absence of the Partnership program. Savings are generated by individuals using their Partnership policy benefits. Therefore, as more and more policyholders access benefits, increased savings will accrue to the State's Medicaid program. With an average purchase age of 57 and an average claimant age of 79 under the Partnership, it will be several more years before significant claim experience, and thus savings, will occur.

The presence of the Partnership has certainly increased the number of Connecticut residents purchasing long-term care insurance. Since insurance companies are required to pay an annual 1.5% tax on all premiums collected, the increase in long-term care insurance sales due to the Partnership has resulted in increased revenues to the State's General Fund of approximately **\$1 million annually**. This figure will only increase as more policies are purchased.

8) **DETERMINATION REGARDING THE APPROPRIATENESS OF CONTINUING THE PROGRAM**

The Office of Policy and Management continues to fully support the implementation of the Connecticut Partnership for Long-Term Care. In the time the Connecticut Partnership has been operational, it has shown that the public and private sectors can work together to develop and implement creative approaches to our state's difficult problems. The Connecticut Partnership has enhanced the quality of long-term care insurance sold in Connecticut and educated over **120,000** residents about the need to plan ahead for future long-term care costs. Over **59,900** Connecticut residents have put plans in place for their future long-term care costs by purchasing Partnership policies. These policies will protect the purchaser's resources and prevent impoverishment, while also helping to reduce the reliance on Medicaid as a payor of long-term care.

The Connecticut Partnership is an excellent example of a program that successfully works to satisfy the needs of the individual, as well as those of the larger society of taxpayers. The Office of Policy and Management is extremely pleased with the response to the Partnership program to date and believes that the project can only build on this success in the years ahead. In addition, the expansion of the Partnership model, first pioneered in Connecticut, to many more states points to the Connecticut Partnership's successes and the importance of the Partnership program.

APPENDIX A

PRESENTATIONS

January 2018:

- Agent Certification Training
- Luther Ridge - Middletown

March 2018:

- Agent Certification Training
- Trumbull Senior Center

April 2018:

- Atria Stratford
- UCONN Law School
- DSS Medicaid Eligibility Workers
- Waterford Public Library
- Mossup/Plainfield Rotary Club
- Insurance Dept. Consumers Affairs Div.
- Public Forum - Wethersfield
- Public Forum – New Milford

May 2018:

- Agent Certification Training
- Slater Library – Jewett City
- Public Forum - Danielson
- Norwalk Public Library

July 2018:

- Agent Certification Training

September 2018:

- Agent Certification Training
- DSS Medicaid Eligibility Workers
- Somers Public Library
- Three Rivers Community College

October 2018:

- South Windsor Senior Center
- Middlesex Community College
- Barnum Financial - Branford
- Public Forum - Darien
- Manchester Community College
- New Haven Free Public Library
- DSS/DAS Recovery Unit
- Capitol Community College
- Guildford Free Library
- Exchange Club of Norwalk
- Public Forum – Cheshire

APPENDIX A (cont.)

November 2018:

- Agent Certification Training
- Exchange Club of Portland
- CT Bar Association

December 2018:

- Exchange Club of Glastonbury
- DSS Medicaid Eligibility Workers